

# CITY OF MILWAUKIE

## CLASSIFICATION: COURT OPERATIONS SUPERVISOR

Department: Finance  
Location: City Hall  
Management, Supervisory and Confidential Group

Grade Number: 22  
FLSA: Exempt  
EEO Category: 1 – Officials and Administrators

**DESCRIPTION:** Performs a variety of supervisory and complex administrative activities in support of the Municipal Court. Position is responsible for the daily operation of the municipal court including trial scheduling, court dockets, accepting payments and making payment arrangements of municipal court fines and assessments. Prioritizes and monitors workflow and reviews records. This position works under the supervision of the Records and Information Management Director/City Recorder and also acts in accordance with direction from the Judge on legal matters.

**DUTIES AND RESPONSIBILITIES:** (Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides leadership through planning, organizing, directing and supervising assigned staff activities to achieve goals within available resources. Studies and standardizes procedures to improve efficiency and effectiveness of assigned operations.
2. Plans and organizes workloads and staff assignments; trains, motivates and evaluates assigned staff; reviews progress. Has authority to hire, evaluate performance and take corrective action as needed.
3. Administers court proceedings and docketing. Prepares and ensures completeness and size of docket. Forwards copy trial docket and afternoon arraignments to the Judge. Keeps Judge informed of all incoming information and inquiries.
4. Coordinates court matters with the Judge, City Prosecutor, defendants, Police and others levels of the criminal justice system; documents decisions in case files using computerized court system.
5. Compiles individual files for traffic and code complaints. Writes and processes timely notices to defendants for arraignments, trials and hearings; constructs new case files, filing and retrieving documents as necessary.
6. Oversight and review of deferrals and Failure to Comply and Failure to Appear Notices; monitors warrant and license suspensions and enters into system.
7. Reviews court policies and processes and ensures systems comply with applicable laws and codes and are efficient operating systems. Writes court procedures and provides instruction to other staff on these procedures.
8. Prepares statistical reports for the City including tabulating revenues and expenditures and checking accuracy of figures.
9. Responds to incoming telephone and written correspondence from general public, defendants and attorneys. Types and distributes correspondence regarding legal matters as dictated by the Judge.
10. Performs a variety of courtroom related tasks.
11. Responsible for Dept. Motor Vehicles (DMV) inquiries, corrections, and maintains data in the specialized computer program regarding parking violations.
12. Works with collections agencies to resolve issues with outstanding accounts
13. Coordinates and administers seat belt program.
14. Schedules interpreters for court sessions and interacts with other vendors including collection agencies.
15. Collects monies for fines, fees and bails. Receipts and credits payments for fines, bails, parking payments, and traffic citation assessments.
16. Maintains positive public relations with customers and is responsive to customer needs.
17. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
18. Performs other duties as required.

**JOB SPECIFICATIONS:** (Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

**1. Job Preparation:**

**a) Education:**

- i) Associates degree from an accredited college or university; Bachelor's degree preferred; or
- ii) Any equivalent combination of education and experience.

**2. Prior Experience:**

**a) Work Experience:**

- i) Three (3) years of progressively responsible related experience, preferably including work as a paralegal or in a courtroom setting; or
- ii) Any equivalent combination of education and experience.

**3. Necessary Knowledge, Skills and Abilities:**

- i) Management and supervisory practices and principles; skill to effectively motivate staff.
- ii) Thorough knowledge of office practices, procedures and equipment.
- iii) Knowledge of legal language and legal procedures and criminal, traffic and infraction procedures.
- iv) Knowledge of basic bookkeeping practices.
- v) Knowledge of standard business English composition, spelling, grammar and punctuation.
- vi) Ability to operate standard office equipment including, multi-line telephones, computers, copiers, fax machines, credit card machines, and two way radios.
- vii) Ability to create Word documents, Excel spreadsheets, and use other job specific computer operating systems including Incode and TRIM.
- viii) Ability to gather and analyze information and determine appropriate action.
- ix) Ability to maintain filing and record keeping system; knowledge of public records laws
- x) Ability to prepare complex reports, correspondence, and records.
- xi) Ability to learn, apply and explain in detail the City and departmental policies and procedures.
- xii) Ability to work independently, prioritizing multiple tasks to meet deadlines while maintaining accuracy and attention to detail.
- xiii) Ability to greet the public and respond to inquiries both in person and via the phone.
- xiv) Ability to establish and maintain effective working relationships.
- xv) Ability to work as a team member.
- xvi) Ability to perform the essential functions of the job.

**3. Special Requirements:**

- a) Must be able to pass the department's security clearance standards.
- b) Certification as an Oregon Association for Court Administration (OACA) Professional Court Leader preferred at time of hire or able and willing to obtain within an agreed upon timeframe.
- c) Must be LEDS certified at time of hire or obtain certification within six (6) months of hire date.

**4. Tools and Equipment Used:**

- a) Computer and printer, fax machine, credit card machine, and copy machines; Computer software including MS based word-processing, spreadsheet, and data base, specialized software for courts, and telephones.

**5. Supervision:**

- a) This position has full scope of supervisory responsibility over assigned staff.
- b) Operates under the general direction and supervision of the Finance Director.

6. **Communications:**
  - a) Has frequent contact with citizens, law enforcement, judge, and other government agencies.
  - b) Communications are often confidential.
  - c) Ability to deal with difficult customer situations by being approachable, willing to listen to all sides and look for a variety of solutions using creative means to improve customer service and productivity.
7. **Cognitive Functions:**
  - a) Work is performed independently with little direction. Policies exist. Person in this classification has latitude to recommend new procedures to ensure efficiency of court operations.
  - b) Incumbent has significant control over the planning and performance of the work.
8. **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

  - a) Work is performed mostly in office or courtroom setting.
  - b) Occasional evening work is required for court sessions.
9. **Resource Accountability:**
  - a) This classification may make budgetary recommendations.
  - b) Responsibility for proper accounting of court records and payments.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Drafted: 11/30/12  
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